

FY2024 ANNUAL REPORT

This report by the City of Albuquerque Department of Senior Affairs (DSA) provides an overview of the Department's progress during Fiscal Year 2024 regarding the implementation of the Albuquerque Age-Friendly Action Plan to guide and evaluate programs and policies that support healthy aging in our community.

PRIORITIES OF SENIOR AFFAIRS

Optimizing Internal Capacity

Build our internal capacity by maximizing employee engagement, fostering interdepartmental communication, and creating new partnerships within the community to meet the evolving and growing demand for services, as outlined in the DSA Strategic Plan and Albuquerque Age-Friendly Action Plan.

Investing in Technology and Safety

Ensure the overall success and sustainability of the department by promoting a culture of safety and utilizing technology to enhance programming and increase operational efficiency.

Enhancing Quality of Life

Continue to make a positive difference in the lives of Albuquerque families through the thoughtful evaluation and expansion of DSA programs and services designed to help our community stay active, engaged, and connected.



Aging in the United States



More than 10,000 Americans will turn 65 every day in 2024, according to AARP.

Elder Fraud on the Rise



In 2023, New Mexico residents lost over \$17 million to scams targeting those ages 60 and older, according to the FBI.

Combatting Social Isolation



According to DSA's 2023-2024 Annual Client Survey, 46% of respondents reported that they live alone.



OPTIMIZING INTERNAL CAPACITY

Annual Client Survey

- Conducted annual client survey to gain a deeper understanding of services and develop insight into consumer satisfaction rates and the impact of services on consumers
- Survey Highlights:
 - 95% of clients reported being satisfied or highly satisfied with Senior and Multigenerational center facilities
 - 94% of clients reported being satisfied or highly satisfied with Home Delivered Meals
 - 94% of clients reported being satisfied or highly satisfied with Care Coordination referral services



Staffing Analysis

- Completed a department-wide staffing analysis to prepare DSA to meet the growing demand of programs and services as indicated in DSA's Strategic Plan

Senior Community Service Employment Program

- The Senior Community Service Employment Program (SCSEP) through Goodwill Industries of New Mexico provides low-income adults 55+ with work experience and training to assist them in securing permanent community-based employment
- During FY24, DSA hosted 10 participants from SCSEP

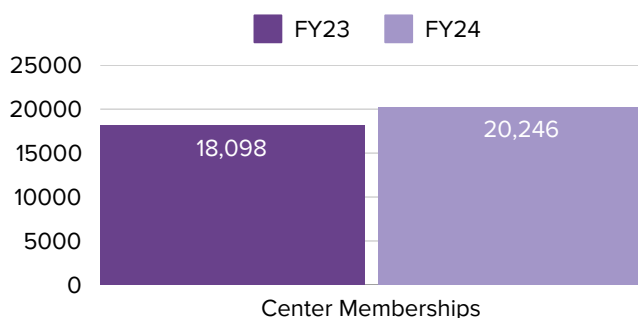
Youth-Based Partnerships

- Hosted students from Amy Biehl Charter High School, Youth Development, Inc. (YDI), West Mesa High School, and the Mayor's Creative Youth Corps
- Provided resources and tools to develop work skills while interacting with older adults as part of an intergenerational community



Center Memberships

In FY24, DSA observed a **12% increase** in center memberships over FY23.



Volunteer Recruitment

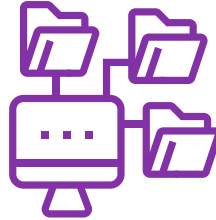
- During FY24, AmeriCorps Seniors Retired & Senior Volunteer Program and Senior Companion Program both experienced significant gains, with SCP nearly doubling its number of active volunteers from 9 to 17
- DSA's all-ages Volunteers in Action (VIA) Program also grew significantly, increasing from 331 in FY23 to 449 volunteers in FY24



TECHNOLOGY & SAFETY

Transitioned to Paperless Files

- Streamlined operations by transitioning to paperless files for DSA Case Managers
- Over 4,000 case files were digitalized, securing the protected personal information of older adult clients, saving space, reducing costs, and increasing environmental sustainability



Safety Culture Award Winner

- Multiple DSA employees were honored with Safety Culture Award in May 2024
- Recognized by CABQ Risk Management for their outstanding commitment to ensuring a safe environment

Falls Prevention Awareness Week

- Partnered with NM Adult Falls Prevention Coalition to offer free falls risk screening event
- Provided over 200 older adults with free risk assessments, strength and balance tests, and safety education



Security Enhancements (Genetec/CCTV)

- Continued transition of all security systems to Genetec/CCTV system, integrating with APD's Real Time Crime Center to improve public safety and reduce occurrences of theft, criminal activity, and misconduct
- Enhanced safety features on DSA transportation shuttles including GPS tracking, emergency alert systems, and cameras with audio recording capabilities
- Additional security cameras installed at Manzano Mesa, North Domingo Baca, North Valley and Santa Barbara Martineztown facilities

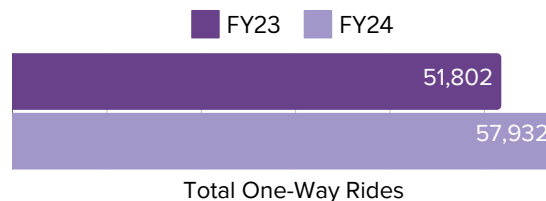


Tax Preparation Services

- Partnered with AARP to provide free tax preparation services for seniors, reducing risk of tax-related identity theft and crimes
- More than 4,600 state and federal tax returns prepared at DSA centers during 2024 tax season

Rides Given to Adults 60+

In FY24, **nearly 26%** of rides provided to adults 60+ were medically related.



ENHANCING QUALITY OF LIFE



Santa Barbara Martineztown Multigenerational Center Grand Opening

- Opened new 5,000 sq. ft. multigenerational center in historic Santa Barbara Martineztown neighborhood
- Available services include senior meals, out-of-school programs, and a wide variety of opportunities for fitness, recreation, and social enrichment



Northwest Multigenerational Center Ground Breaking

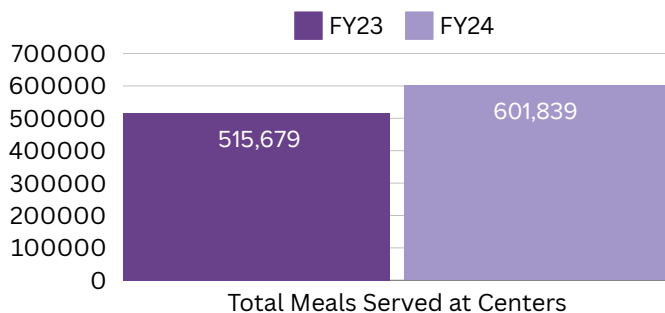
- Began construction on a new multigenerational center in northwest Albuquerque near Cibola High School
- Will serve as an access point for City services and programs for residents of all ages including youth, seniors, and families

Firewood Partnership

- Home Services partnered with ABQ Fire Rescue to remove dead trees from Coronado Park to be used as firewood for local seniors in need
- 40 cords of wood collected, allowing DSA to assist around 400 older adults

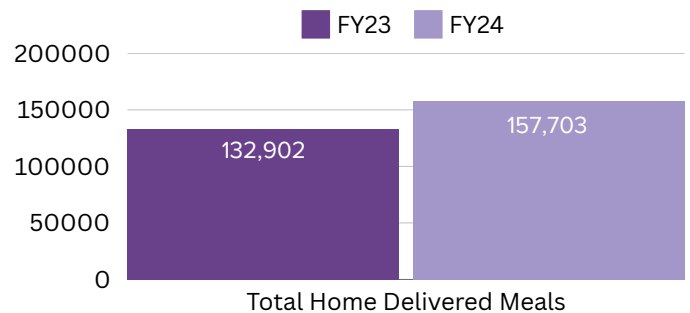
Food Service at DSA Centers

In FY24, DSA observed a **17% increase** in meals served at our centers over FY23.



Home Delivered Meals

In FY24, DSA observed a **19% increase** in meals delivered to homebound older adults.



New Mexico Golden Chile Award

- Received a 2023 NM Grown Golden Chile Award for supporting NM agriculture and serving locally grown food at senior meal sites and in home delivered meals
- NM Grown is a network of public institutions and community organizations that includes the NM Dept. of Health, NM Dept. of Public Education, and NM Aging & Long-Term Services Dept.

2024 Age-Friendly Summit

- Hosted inaugural Age Friendly Summit: Defying Ageism on September 26, 2023
- Created to empower the community to challenge ageist attitudes, foster community discussion, and serve as a catalyst for change